Program guidelines for Families New South Wales

May 2014
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1. Purpose
The purpose of these guidelines is to assist service providers to understand the broad parameters of Families NSW within the framework of the Department of Family and Community Services (FACS) contracting system.

2. Legislative framework
The primary legislation that underpins FACS provision of funding to non-government organisations through Families NSW is the Children and Young Persons (Care and Protection) Act 1998 and the Community Welfare Act 1987 and the regulations associated with these acts.

Other legislation that impacts on FACS management of its funded programs includes the Public Finance & Audit Act 1983 and the Privacy & Personal Information Protection Act 1998.

3. Policy directions and commitments
Families NSW contributes to a number of NSW Government policy directions and commitments as outlined in various plans.

NSW 2021 is the NSW Government’s plan that guides policy and budget decisions. Families NSW services are delivered to achieve:

- Goal 13 of NSW 2021 committing the state government to actions that ‘better protect the most vulnerable members of our community and break the cycle of disadvantage’
- Goal 1 of the FACS Community Services divisional plan for 2012–2015 that ‘fewer children and young people are vulnerable to abuse and neglect’.

FACS program reforms
Over the next two years, community, early intervention and intensive programs will be undergoing reform with a focus on local need and outcome measurement. There will be many opportunities for your organisation to be a part of that reform process.

Program reform will focus on how services delivered to children, young people and families can have a greater impact and reduce the incidence and prevalence of behaviours that put children and young people at risk.

Over the next two years, these program guidelines will be revised and will require you to address impacts and connections with NSW Government reforms including:

- NSW child protection reform Safe Home for Life
- NSW homelessness reforms including Going Home Staying Home
- FACS localisation, including the requirement to participate in district plans
• NSW family and domestic violence reform It Stops Here
• development in other programs.

These reforms may lead to changes occurring during the contractual period. In this case, the existing agreement may be renegotiated with services to reflect new policy and program requirements.

Cultural issues in the provision of FACS-funded services
As a FACS-funded organisation, you are responsible for ensuring the services you provide are 'culturally capable'. This means your organisation takes account of cultural, linguistic and religious issues in the design and delivery of services so services are appropriate to the characteristics and circumstances of children, young people and their families.

Some practical aspects of culturally capability include:
• employees reflecting the cultural diversity of your service’s target population
• clear policies and strategies in place for working with families from culturally diverse backgrounds
• employees able to provide information to clients and use resources that are linguistically and culturally appropriate
• training provided for service staff in culturally reflective casework practices appropriate for refugee and migrant communities
• access to interpreter services where this is necessary to support a client.

Funded organisations will source interpreter services independent of FACS. They will also be required to report on their use of interpreter services through the annual FACS acquittal/accountability process.

Key policy directions for Families NSW
Four key policy directions have been identified for Families NSW:
• strengthening links and supporting universal access to early childhood development and education services
• engaging parents and communities in understanding the importance of early learning and literacy
• supporting families with children to connect with other families and services
• better integrated and coordinated services.

4. Program description
Families NSW is the NSW Government’s whole-of-government prevention and early intervention strategy that aims to provide children with the best start in life. This is
Families NSW is underpinned by a substantial body of evidence that demonstrates the importance of the early years in a child’s development and the long-term effectiveness of support provided to parents and children during these years.

Families NSW is the responsibility of three agencies – FACS, NSW Ministry of Health and Department of Education and Communities.

**Service delivery principles**

The principles guiding the work of Families NSW service providers are to:

- empower parents to be active in decisions which affect their lives
- view parents as experts who know what is best for their family
- link families to the service best able to meet their needs
- have a holistic view of each family
- seek and take into account feedback from families about the service received
- provide flexible services in convenient settings
- work with families as a team
- provide ongoing staff training and development opportunities.

5. Program scope and boundary

Families NSW is one of a number of NSW Government programs that provide services for children and families. The program is aimed at all families expecting a child or with a child and/or children aged 0–8 years, with services targeted to provide support to:

- parents of young children
- parents where evidence and data indicate that higher risk factors exist – including Aboriginal mothers, teenage mothers, and mothers in lower socio-economic areas
- families where vulnerability factors such as domestic and family violence, and mental health problems have been identified.

Families access Families NSW funded activities or services by either self-referral or referral from a local service.

6. Program results and outcomes

Families NSW is expected to contribute to broad, high-level results for the population as a whole. These results are:

1. Children have skills for life and learning at school entry.
2. Babies are born healthy.
3. Children are physically well and healthy.
4. Children have social and emotional skills appropriate for their age.
5. Children have literacy and numeracy skills appropriate for their age.
6. Mothers have healthy pregnancies.
7. Parents are confident, connected to their community and its services and equipped to support their children’s development.

Families NSW services that are funded by FACS contribute to results 1, 4, 5 and 7.
Families NSW contributes to achieving these results by focusing on increasing:

a. the number of mothers who receive antenatal care before 20 weeks
b. the number of mothers who have the information they need to adopt a healthy lifestyle
c. the number of mothers with mental health issues who are identified and referred early
d. the number of babies who are exclusively breastfed at discharge from hospital and fully breastfed at four and five months
e. the number of children who have the immunisations that are appropriate to their age
f. the number of parents with skills in positive parenting
g. the number of children reaching social and emotional milestones
h. the number of parents who expose their children to early literacy activities
i. the number of families who are connected to other families, culture and community
j. the number of parents with the ability to assess and recognise family needs and where to seek support and resources
k. communities’ responsiveness and ability to support child development and family functioning.

Families NSW services that are funded by FACS focus on objectives f to k.

7. Service group objectives

In the FACS-funded programs system, Families NSW forms part of the Universal Prevention and Early Intervention for Vulnerable Children, Young People and Families service group.

The programs in this service group are all geared to meet the needs of children, young people and families who have identified vulnerabilities. The shared, broad, objective of these programs is to prevent further escalation of issues that contribute to this vulnerability.
The table below illustrates where this program is located within the FACS-funded programs continuum of services.

<table>
<thead>
<tr>
<th>Universal</th>
<th>Targeted</th>
<th>Statutory Intervention</th>
</tr>
</thead>
</table>
| Community Builders | Families NSW | OOH
| Aboriginal Youth & Family Strategy | Aboriginal Child & Family Centres | OOH
| Integrated Domestic & Family Violence Services Program | Staying Home Leaving Violence | OOH
| Child, Youth & Family Support | Getting it Together | OOH
| Brighter Futures | Youth Hope | OOH
| Strengthening Families | Statutory Child Protection Casework | OOH
| Intensive Family Support | Intensive Family Preservation | OOH
| Intensive Family Based Services | OOH Casework | OOH
| OOH Reform | OOH Reform |

**FACS continuum of service**

**8. Evidence base**

Research shows early childhood development is affected by the environments and experiences that are encountered in a cumulative fashion, beginning early in the prenatal period and extending throughout the early childhood years.¹

Research around early intervention emphasises early childhood experience crucially determines health and wellbeing, and the attainment of competencies at later ages, and that investment in the early years will be reflected in improved education, employment and even national productivity.²

Prevention and early intervention strategies aim to influence children’s, parents’ or families’ behaviours in order to reduce the risk, or ameliorate the effect of, less than optimal social and physical environments. An important goal of prevention and early intervention is to change the balance between risk and protective factors so the effect of protective factors outweighs the effect of risk factors, thus building resilience.

Early intervention is intended not only to prevent child abuse, emotional and behavioural problems, substance abuse and criminal behaviour, but also to promote the necessary conditions for a child's healthy development in all areas.

Families NSW provides a range of universal and targeted prevention and early intervention initiatives as part of its service models. This is because some services are known to be more effective when universally available, while others are known to be more effective when targeted towards particular sections of the community.

9. Target group

Families NSW is a universal, population-based, prevention and early intervention program. The provision of prevention and early intervention services is based on local needs and identified district priorities in Families NSW areas. Families NSW is targeted at children aged 0–8 years and their parents.

Within the Families NSW universal approach, districts may undertake targeted projects to meet identified local needs. Possible target groups include parents and/or children:

- from disadvantaged communities – those that lack access to fundamental material and social resources and/or are socially excluded. Disadvantage could relate to housing, health care, employment, education, support or financial resources. Individuals are socially excluded if they do not participate to a reasonable degree in certain community activities due to reasons beyond their control
- from rural and remote communities
- with disability or special needs, including those with a history of family violence, drug and alcohol abuse, and mental health issues
- who are Aboriginal and/or Torres Strait Islander people
- from a culturally and/or linguistically diverse background
- who are young parents (i.e. under 25 years of age)
- who are grandparents caring for children under eight years
- who are lone parents caring for children under eight years
- who are first-time parents.

10. Service types or activities funded

Families NSW have six service activity descriptions (SADs or service models) that describe the result to be achieved, the specified activities and performance measures for each model.

The Families NSW SADs are as follows:

- SAD 1 – Supported Playgroups
- SAD 2 – Parenting Programs
- SAD 3 – Family Worker
- SAD 4 – Community Capacity Building
- SAD 5 – Partnerships and Networks
- SAD 6 – Volunteer Home Visiting.

In addition, Families NSW includes a number of programs directly managed by other NSW Government agencies:

- **Universal health home visiting** (managed by NSW Ministry of Health) – child and family health nurses visit families with new children in the early postnatal period to identify families that may need additional support with parenting and to assist them to access support in their locality. Health visitors also provide a ‘screening’ service for children who may require remedial intervention to support their development.

- **Schools as Community Centres** (managed by the Department of Education and Communities) – located in primary school premises in disadvantaged areas, these services deploy a facilitator to provide links between early childhood services and the school setting. This includes activities such as playgroups, transition to school and parenting projects.

### 11. Performance measures and service results

Families NSW service providers enter into a contract with FACS to achieve certain results for participating families. The Families NSW Results Logic shows the links between Families NSW results and performance measures and the service activities to which these results/measures apply:

<table>
<thead>
<tr>
<th>Families NSW Supported Playgroup</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FNSW Results for this SAD</strong></td>
</tr>
<tr>
<td>- Children have social and emotional skills appropriate for their age</td>
</tr>
<tr>
<td>- Children have numeracy and literacy skills appropriate for their age</td>
</tr>
<tr>
<td>- Parents(^3) are confident, connected to their community and its services and equipped to support their children's development</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Objectives(^4) for this FNSW SAD</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>- Increase the number of parents who have positive relationships with their children</td>
</tr>
<tr>
<td>- Increase participants knowledge and use of local services, resources or activities</td>
</tr>
<tr>
<td>- Increase the number of participants who expand their supportive social networks</td>
</tr>
<tr>
<td>- Increase the number of children that engage in age appropriate play</td>
</tr>
</tbody>
</table>

\(^3\) All references to parents include carers.
\(^4\) Each SAD objective contributes toward achieving the key objectives of Families NSW, as indicated.
### Client Group for this FNSW SAD
- Children aged 0–8 years
- Parents with children aged 0–8 years old

### Sub-group for this project (select only those which apply to the specific project)
- All (universal)
- Children from disadvantaged communities
- Parents from disadvantaged communities
- Children from rural and remote communities
- Parents from rural and remote communities
- Children with a disability/special needs
- Parents with a disability/special needs
- Children from an Aboriginal/Torres Strait Islander background
- Parents from an Aboriginal/Torres Strait Islander background
- Children from Culturally and Linguistically Diverse backgrounds
- Parents from Culturally and Linguistically Diverse backgrounds
- Parents less than 18 years of age
- Parents aged 18–25 years
- Grandparents caring for children 0–8 years
- Male parents caring for children 0–8 years
- First-time parents

### Supported Playgroup activity overview
Families NSW Supported Playgroups provide an opportunity for parents to share experiences of parenting and for children to socialise, play and learn in a structured and positive environment. This opportunity is particularly provided for parents and children who may not otherwise attend a playgroup.

### Supported Playgroup activities

<table>
<thead>
<tr>
<th>Service delivery</th>
<th>Use a holistic family focused and strengths-based approach</th>
</tr>
</thead>
</table>
| Group or individual initiatives | Provide information to parents/carers regarding their child’s development, health, safety and hygiene  
Provide information and advice about positive parenting  
Develop exit strategies for families to transition from supported playgroups to community playgroups or other early childhood services, as and when appropriate |
| Supported playgroup | Provide parents with opportunities to meet other parents and exchange ideas about raising children and to develop support networks |

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5 Disadvantaged communities are those who lack access to fundamental material and social resources and/or are socially excluded. Fundamental material and social resources include things like adequate housing, health care, employment, education, support or financial resources. Individuals are socially excluded if they do not participate to a reasonable degree in certain activities of the community due to reasons beyond their control.

6 Includes those with a history of family violence, drug and alcohol and mental health issues.

7 Insert specific language/cultural group if necessary.
- Provide a range of age-appropriate play and learning activities to stimulate children’s intellectual growth and support the development of early literacy and numeracy skills
- Assist parents to use early literacy support strategies with their children
- Support parents in the transition of children aged 0–5 years to school
- Model play-based interactions, communication skills and behaviour management techniques

<table>
<thead>
<tr>
<th>Linkages to services and the community</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Provide a link between families and other health and community services</td>
</tr>
<tr>
<td>- Provide an opportunity for engagement with the broader community</td>
</tr>
<tr>
<td>- Establish and maintain specific and identified linkages within the local Families NSW child and family network with active referrals to and from this network</td>
</tr>
</tbody>
</table>

### Additional Supported Playgroup activities

- This service is provided as part of a Schools as Community Centre (SaCC) project
- This service is operated wholly or in part as a mobile outreach service
- This service provides Triple P (Positive Parenting Programs) to families with children aged 3–8 years with workers trained, accredited and provided with Triple P resources as part of the Families NSW roll out of Triple P across NSW
- This project supports parents and/or children in transition to school
- This project provides early literacy support to parents and/or children aged 0–8 years

### Performance measures

#### How much?

- Total number of parents and children attending Supported Playgroups by outlet
- Number of optional activities e.g. early literacy, transition to school undertaken
- Number of referrals made and received by the project

#### How well?

- Number of participating children from each of the nominated sub-groups
- Total number of children who regularly attended Supported Playgroup sessions for the year (i.e. attended more than 60% of sessions)
- Number of parents reporting satisfaction with the supported playgroup

#### Is anyone better off?

- Number of children observed engaging in age-appropriate play
- Number of parents reporting improved relationships with their child(ren)
- Number of parents who report increased supportive connections and knowledge and use of local services
- Number of children where worker observes improvement in two or more of the following:
  - Parent - warmth and empathy toward child

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*Additional activities should be deleted where not applicable.*
Families NSW Parenting Program

Families NSW Parenting Programs provide parents with effective activities, information and coaching to assist them to build positive parenting skills.

FNSW results for this SAD

- Parents\(^9\) are confident, connected to their community and its services, and equipped to support their children’s development

Objectives\(^{10}\) for this FNSW SAD

- Increase the number of parents who use positive parenting practices
- Increase the number of parents who have positive relationships with their children
- Increase participants knowledge of children’s health and development needs
- Increase participants’ knowledge and use of local services, resources or activities

Client group for this FNSW SAD

- Parents with children aged 0-8 years old

Sub-group for this project \(\text{(select only those which apply to the specific project)}\)

- All (universal)
- Parents from disadvantaged communities\(^{11}\)
- Parents from rural and remote communities
- Parents with a disability/special needs\(^{12}\)
- Parents from an Aboriginal/Torres Strait Islander background
- Parents from culturally and linguistically diverse backgrounds\(^{13}\)
- Parents less than 18 years of age
- Parents aged 18-25 years
- Grandparents caring for children 0-8 years
- Male parents caring for children 0-8 years
- First-time parents

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\(^9\) All references to parents include carers.

\(^{10}\) Each SAD objective contributes toward achieving the key objectives of Families NSW, as indicated.

\(^{11}\) Disadvantaged communities are those who lack access to fundamental material and social resources and/or are socially excluded. Fundamental material and social resources include things like adequate housing, health care, employment, education, support or financial resources. Individuals are socially excluded if they do not participate to a reasonable degree in certain activities of the community due to reasons beyond their control.

\(^{12}\) Includes those with a history of family violence, drug and alcohol and mental health issues.

\(^{13}\) Insert specific language/cultural group if necessary.
Triple P (Positive Parenting Program) is the NSW Government’s endorsed parenting program, with significant funding allocated to roll out Triple P across NSW through the Families NSW strategy. Any other parenting activities funded by Families NSW must support the roll out of Triple P (e.g. support practitioners to provide the program to families through provision of childcare or equipment; assist practitioners to be trained in other aspects of Triple P that build on the Families NSW roll out).

Parenting Program activities

| Non – Triple P parenting program and information sessions | • FNSW Parenting Programs use a relationship-focussed approach and/or behavioural approach with families  
• FNSW Parenting Programs can use either a group approach or individual approach to working with parents  
• Provide information to parents/carers regarding their child’s development, health, safety and hygiene |
|---|---|
| Triple P – Positive Parenting Program | • Deliver parenting programs informed by evidence of best practice with clearly identified target populations  
• Provide focussed short-term interventions, helping parents improve their relationship with their child  
• Work with families to change parenting practices, aspects of parental/family functioning and the child’s emotional or behavioural adjustment, where appropriate |
| Linkages to services and the community | Establish and maintain specific and identified linkages within the local FNSW child and family network with active referrals to and from this network  
Collaborate with the local network of services regarding the delivery of parenting programs. |

Additional Parenting Program activities

• Project is provided as a component of a Schools as Community Centre (SaCC)  
• Project assists parents to provide early literacy support to children aged 0-8 years  
• Project supports parents in the transition of their children to school

Performance measures

How much?

• Total number of parents attending parenting programs per year  
• Number of each type of parenting program that has been provided per year  
• Number of referrals made and received by the project

How well?

• Number of participating parents from each of the nominated sub-groups

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Additional activities should be deleted where not applicable.
- Number of parents who completed the parenting program
- Number of parents reporting satisfaction with the parenting program

**Is anyone better off?**

- Number of parents reporting improved parenting practices
- Number of parents who report increased knowledge of children’s health and development needs and use of local services
- Number of parents who report an improved relationship with their child since attending the parenting program

### Families NSW Family Worker

| FNSW results for this SAD | • Children have social and emotional skills appropriate for their age
|                         | • Children have numeracy and literacy skills appropriate for their age
|                         | • Children are physically well and healthy
|                         | • Parents are confident, connected to their community and its services, and equipped to support their children’s development
| Objectives for this FNSW SAD | • Increase the number of parents who use positive parenting practices
|                         | • Increase the number of parents who have positive relationships with their children
|                         | • Increase participants knowledge of children’s health and development needs
|                         | • Increase participants knowledge and use of local services, resources or activities
|                         | • Increase the number of participants who expand their supportive social networks
| Client group for this FNSW SAD | • Parents of children aged 0-8 years
|                         | • Children aged 0-8 years
| Sub-group for this project (select only those which apply to the specific project) | • All (universal)
|                         | • Children from disadvantaged communities
|                         | • Parents from disadvantaged communities
|                         | • Children from rural and remote communities
|                         | • Parents from rural and remote communities
|                         | • Children with a disability/special needs
|                         | • Parents with a disability/special needs

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15 All references to parents include carers.
16 Each SAD objective contributes toward achieving the key objectives of Families NSW, as indicated.
17 Disadvantaged communities are those who lack access to fundamental material and social resources and/or are socially excluded. Fundamental material and social resources include things like adequate housing, health care, employment, education, support or financial resources. Individuals are socially excluded if they do not participate to a reasonable degree in certain activities of the community due to reasons beyond their control.
18 Includes those with a history of family violence, drug and alcohol and mental health issues
• Children from an Aboriginal/Torres Strait Islander background
• Parents from an Aboriginal/Torres Strait Islander background
• Children from culturally and linguistically diverse backgrounds
• Parents from culturally and linguistically diverse backgrounds
• Parents less than 18 years of age
• Parents aged 18-25 years
• Grandparents caring for children 0-8 years
• Male parents caring for children 0-8 years
• First time parents
• Lone parents

Family Worker activity overview

Family Worker Projects work to improve the outcomes and well being of families with young children by providing support for parenting, facilitating informal support groups and access to appropriate services.

Family Worker activities

| Case management | • Provide flexible services in convenient settings, including the family home, in order to engage clients who do not ordinarily access services
| | • Build trusting relationships with clients
| | • Provide information in order to assist parents/carers to understand their child’s development
| Group based intervention | • Work in partnership with families to identify and achieve family goals
| | • Model positive parenting practices
| | • Support families develop practical life skills to assist them raising their children
| | • Provide support to help parents build confidence in their parenting skills
| | • Facilitate informal support groups for parents, this may involve the provision of parenting information and/or advice
| | • Project facilitates activities for groups of parents and/or children such as the provision of parenting related information
| Linkages to services and the community | • Establish and maintain specific and identified linkages within the local FNSW child and family network with active referrals to and from this network
| | • Assist families build connections with appropriate services, community supports and informal social networks with other families

Additional Family Worker Activities

• Project provides early literacy and/or numeracy support to parents and/or children aged 0–8 years
• Project supports parents and/or children in transition to school

19 Insert specific language/cultural group if necessary
20 Additional activities should be deleted where not applicable.
### Performance measures

<table>
<thead>
<tr>
<th>How much?</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Total number of parents and children supported per year by activity type</td>
</tr>
<tr>
<td>• Total number of activities by activity type per year</td>
</tr>
<tr>
<td>• Number of referrals made and received by the project</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>How well?</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Number of parents from each of the nominated sub-populations</td>
</tr>
<tr>
<td>• Number of families who remained involved with the service for the planned duration (as set out in an agreed case plan)</td>
</tr>
<tr>
<td>• Number of parents reporting satisfaction with the service</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Is anyone better off?</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Number of parents reporting improved relationships with their child(ren)</td>
</tr>
<tr>
<td>• Number of parents who report increased supportive connections and knowledge and use of local services</td>
</tr>
<tr>
<td>• Number of parents where worker observes improvement in two or more of the following:</td>
</tr>
<tr>
<td>o Parent - Warmth and empathy toward child</td>
</tr>
<tr>
<td>o Parent - Initiation of play with child</td>
</tr>
<tr>
<td>o Parent - Positive affirmation of child</td>
</tr>
<tr>
<td>o Parent use of positive parenting behaviour management</td>
</tr>
<tr>
<td>o Child uses parent as a source of comfort, praise, support, secure base</td>
</tr>
</tbody>
</table>

### Families NSW community capacity building

<table>
<thead>
<tr>
<th>FNSW Results for this SAD</th>
<th>Parents$^{21}$ are confident, connected to their community and its services, and equipped to support their children's development</th>
</tr>
</thead>
<tbody>
<tr>
<td>Objectives$^{22}$ for this FNSW SAD</td>
<td>Increase parents, children and community’s knowledge and use of local services, resources or activities (j)</td>
</tr>
<tr>
<td></td>
<td>Increase the number of parents, children and their communities who use community facilities, public amenities and open spaces (k)</td>
</tr>
<tr>
<td></td>
<td>Increase the number of parents, children and their communities who expand their supportive social networks</td>
</tr>
<tr>
<td>Client Group for this FNSW SAD</td>
<td>Parents of children aged 0-8 years</td>
</tr>
<tr>
<td></td>
<td>Children aged 0-8 years</td>
</tr>
<tr>
<td></td>
<td>Their communities</td>
</tr>
</tbody>
</table>

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$^{21}$ All references to parents include carers.
$^{22}$ Each SAD Objective contributes toward achieving the Key Objectives of Families NSW, as indicated.
Sub-group for this Project (select only those which apply to the specific project)

- All (universal)
- Children from disadvantaged communities
- Parents from disadvantaged communities
- Children from rural and remote communities
- Parents from rural and remote communities
- Children with a disability/special needs
- Parents with a disability/special needs
- Children from an Aboriginal/Torres Strait Islander background
- Parents from an Aboriginal/Torres Strait Islander background
- Children from Culturally and Linguistically Diverse backgrounds
- Parents from Culturally and Linguistically Diverse backgrounds
- Parents less than 18 years of age
- Parents aged 18-25 years
- Grandparents caring for children 0-8 years
- Male parents caring for children 0-8 years
- First time parents

Community capacity building activity overview

Community Capacity Building enhances the ability of a community to address problems or challenges from within its own resources.

Community capacity building activities

<table>
<thead>
<tr>
<th>Service Delivery</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Develop initiatives and approaches that are culturally appropriate</td>
<td></td>
</tr>
<tr>
<td>• Undertake initiatives that enhance local social or physical infrastructure</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Community Consultation and Collaboration</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Develop appropriate initiatives, programs and activities to meet community goals, such as community action, social planning, community-services partnerships and service networks</td>
<td></td>
</tr>
<tr>
<td>• Develop consultative and participatory mechanisms to involve or inform families, community members and local agencies regarding decisions that affect their lives</td>
<td></td>
</tr>
<tr>
<td>• Undertake active collaboration between Commonwealth, State, Local Government, non-government agencies and the local community to build community capacity</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Linkages to services and the community</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Undertake initiatives that increase community engagement and build community connections</td>
<td></td>
</tr>
</tbody>
</table>

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23 Disadvantaged communities are those who lack access to fundamental material and social resources and/or are socially excluded. Fundamental material and social resources include things like adequate housing, health care, employment, education, support or financial resources. Individuals are socially excluded if they do not participate to a reasonable degree in certain activities of the community due to reasons beyond their control.

24 Includes those with a history of family violence, drug and alcohol and mental health issues.

25 Insert specific language/cultural group if necessary.
**Additional community capacity building activities**

- This project provides support for community groups, services and networks, such as approaches that seek to make services more relevant and accessible.
- This project assists communities to provide early literacy support to parents and/or children aged 0-8 years.
- This project assists communities to provide transition to school support to parents and/or children aged 0-8 years.
- This project includes community events.
- This project includes the provision of information and resources such as the provision of parenting related information through community information sessions, community consultations sessions and community events.
- This project includes volunteering programs.
- This project includes Community information sessions and community workshops i.e. community awareness sessions.

This project includes a community hub which can work with individuals, service providers and the community to improve access to and knowledge of child and family information and services.

**Performance measures**

**How much?**

- Number of participants per activity
- Number of activities by activity type (e.g. community project, community event etc.)
- Number of government and community partners connected with project activities

**How well?**

- Number of participants per activity from each of the nominated sub-groups
- Number of activities provided on time and as planned
- Number of participants reporting satisfaction with the service per activity

**Is anyone better off?**

- Number of participants reporting increased supportive connections and knowledge and use of local services (social infrastructure)
- Number of participants who have increased their usage of community facilities, public amenities or open spaces as a result of the project (physical infrastructure)

---

26 Additional activities should be deleted where not applicable.
<table>
<thead>
<tr>
<th>Families NSW Partnerships and Networks&lt;sup&gt;27&lt;/sup&gt;</th>
<th></th>
</tr>
</thead>
</table>
| **FNSW results for this SAD** | • Mothers have healthy pregnancies  
 • Parents<sup>28</sup> are confident, connected to their community and its services, and equipped to support their children’s development  
 (delete one if both do not apply to this P & N project) |
| **Objectives<sup>29</sup> for this FNSW SAD** | • Increase the participation and collaboration of child and family service providers in the planning and delivery of best practice Families NSW services in their region  
 • Increase the access and engagement of ‘hard to reach’ client populations with local child and family services  
 • Embed the principles of prevention and early intervention into service delivery |
| **Client group for this FNSW SAD** | • Service providers to parents of children aged 0-8 years  
 • Service providers to children aged 0-8 years |
| **Sub-group for this Project**  
 (*select only those which apply to the specific project*) | • State government service providers  
 • Local government service providers  
 • Federal Government service providers  
 • Non-government service providers  
 • Commercial service providers |

### Partnerships and Networks activity overview

**Partnership and Network projects:**  
• service providers work collaboratively to build capacity locally, and  
• improve prevention and early intervention approaches, and the local coordination of services, in order to ensure optimal access, engagement and results for clients

| Service delivery | • Work with service providers/agencies that work with parents of children aged 0-8 years and/or children aged 0-8 years Bring together all the relevant Families NSW service providers, including government agencies and relevant child and family networks, in an area |

| Service system development | • Support all child and family services to take a holistic and strengths-based approach in their work with children and families  
 • Enhance linkages to improve transition between components of the service system  
 • Support service providers contribute to consultation processes, planning, service development, delivery and evaluation of child and family services in their area |

---

<sup>27</sup> This SAD works with service providers to achieve results for the client populations  
<sup>28</sup> All references to parents includes carers  
<sup>29</sup> Each SAD Objective contributes toward achieving the Key Objectives of Families NSW, as indicated.
• Facilitate the integration of prevention and early intervention principles into the service delivery of local agencies

| Linkages to services and the community | Support members of the partnership or network establish and maintain linkages within the local FNSW child and family network with active referrals to and from this network, where appropriate |

**Additional Partnership and Network activities**

- Project assists service networks to provide early literacy support to parents and/or children aged 0–8 years
- Project assists service networks to provide transition to school support to parents and/or children aged 0–8 years
- Project assists service networks to collaborate and coordinate in the delivery of parenting programs
- Project co-ordinates professional learning and development opportunities
- Project supports service providers to contribute to the consultation processes, planning, service development, delivery and evaluation of child and family services in their area
- Project facilitates interagency activities, building capacity and developing/supporting a coordinated and responsive prevention and early intervention service network

**Performance measures**

**How much?**

- Number and type of organisations participating in activities
- Number of outputs (e.g. projects, seminars, agreements etc.)
- Number of referrals made and received by participating organisations

**How well?**

- Number of organisations reporting increased participation of nominated sub-groups
- Number reporting improved capacity and/or understanding of prevention and early intervention principles resulting from P&N project
- Number organisations reporting satisfaction with the project e.g. that it was well run and achieved its objectives

**Is anyone better off?**

- Number of organisations reporting improved client satisfaction with their services resulting from P&N project activities

---

30 Additional activities should be deleted where not applicable.
### Families NSW Volunteer Home Visiting

<table>
<thead>
<tr>
<th>FNSW results for this SAD</th>
<th>Parents are confident, connected to their community and its services, and equipped to support their children's development</th>
</tr>
</thead>
</table>
| Objectives for this FNSW SAD | Increase the number of parents who use positive parenting practices  
Increase participants knowledge and use of local services, resources or activities  
Increase participants knowledge of children’s health and development needs  
Increase the number of participants who expand their supportive social networks |
| Client group for this FNSW SAD | Parents of children 0 to 5 years that are at the upper end of Level 1 – NSW Health level of care-service response classification |

### Volunteer Home Visiting activity overview

Volunteer home visiting services recruit, train and match volunteers to visit families in their home and provide informal social and emotional support to parents with the aim of enhancing family and social functioning. Volunteers typically work with new parents and families who have limited supports and social networks for up to 12 months.

### Volunteer Home Visiting activities

| Service delivery | Volunteer home visitors provide informal emotional and practical support to new parents and/or parents from disadvantaged communities to assist in the transition to parenthood  
Volunteer home visitors work with families for up to 12 months |
|------------------|----------------------------------------------------------------------------------------------------------------------------------|
| Information and advice | Volunteer home visitors provide information on child development, positive parenting practices, and age appropriate play and learning activities  
Volunteer home visitors provide information and advice on relevant community and health services available |

---

31 All references to parents include carers.
32 Each SAD objective contributes toward achieving the key objectives of Families NSW, as indicated.
33 VHV clients are most appropriately assessed according to the NSW Health level of care-service response. The level of care-service response is determined by considering the risk factors in the context of the strengths for the woman and her family, and local resources available. VHV clients are most appropriately the upper end of Level 1 and for whom there is a concern that if no extra support was provided might progress to requiring a Level 2 response.
Level 1 – universal services, e.g. midwifery, early childhood health clinics, parenting groups, community supports, and parent support telephone or web links; Level 2 – early intervention and prevention services. Ongoing and active follow up/review is required, e.g. day stay clinics, family care centres, specialist support groups and services, general practitioner, paediatrician or psychiatrist referral to 12 sessions of Allied Health assessment and care through Better Access Medicare Agreements; Level 3 – complex parenting needs – a coordinated team management approach is required and referral to relevant needs-specific services such as Brighter Futures. VHV services are required to establish active referral pathways with child and family health nurses conducting professional universal home visiting services and link VHV services with NSW Health level of care-service response assessment processes.
### Planning and programming
- Volunteer home visiting services recruit volunteers and provide appropriate induction and training
- Volunteer home visiting services provide a coordinated intake process through which each referral is matched to a volunteer
- Volunteer home visiting services develop individual transition plans for each family exiting the service including appropriate referral pathways
- Volunteer home visiting services develop a strategic plan that identifies the target group and needs of the target group
- Volunteer home visiting services develop an operational plan that sets out how services will be delivered; how volunteers will be supervised and supported; intake and referral processes and exit strategies for clients after 12 months of receiving a volunteer home visiting service
- Volunteer home visiting services provide ongoing coordination, support and development to volunteers during their time with the home visiting service

### Intake and referral processes
- Volunteer home visiting services undertake coordinated intake, client assessment and referral processes that complement professional universal home visiting services and the work of child and family health nurses
- Volunteer home visiting services develop linkages with professional universal home visiting services, Child and Family Health Services and other specialist services to identify and refer children with medical issues, an undiagnosed disability or suspected developmental delay

### Linkages to services and the community
- Establish and maintain strong linkages with professional universal home visiting services, Child and Family Health Services and maternity, mental health and disability services.
- Establish and maintain specific and identified linkages with the local Families NSW Child and Family Network with active referrals to and from this network.
- Assist families build connections with appropriate services, community supports and informal social networks with other families.

### Performance measures

#### How much?
- Number of clients supported per year
- Number of referrals to the volunteer home visiting service by service type
- Number of referrals from the volunteer home visiting service by service type
- Number of volunteers recruited, trained and matched

#### How well?
- Number of parents reporting satisfaction with the service
- Number of people referred to the service who received a volunteer home visit within 8 weeks from date of intake
- Number of clients exiting from the service within 3, 6 and 12 months
### Is anyone better off?

<table>
<thead>
<tr>
<th>Metric</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of parents reporting improved parenting practices</td>
<td></td>
</tr>
<tr>
<td>Number of parents who report increased knowledge of children’s health</td>
<td>and development needs and knowledge and use of local services</td>
</tr>
<tr>
<td>Number of parents who report increased supportive connections</td>
<td></td>
</tr>
</tbody>
</table>
FAMILIES NSW: RESULTS LOGIC DIAGRAM
A map of what we do according to the results that we are aiming to achieve for children, families and the community

Children, families and communities are healthier, safe and more resilient

Children have skills for life and learning at school entry

Babies are born healthy
- Children have skills for life and learning at school entry

Mothers have healthy pregnancies
- Children are physically well and healthy
- Children have social and emotional skills appropriate for their age
- Children have literacy and numeracy skills appropriate for their age

Parents are confident, connected to their community and its services and equipped to support their children’s development

Key objectives
- a. Increase the number of mothers who receive antenatal care before 20 weeks
- b. Increase the number of mothers who have the information they need to adopt a healthy lifestyle
- c. Increase the number of mothers with mental health issues who are identified and referred early
- a. Increase the number of parents with skills in positive parenting
- b. Increase the number of children reaching age appropriate milestones
- c. Increase the number of parents who expose their children to early literacy and numeracy activities
- d. Increase the number of families who are connected to other families, culture and community
- e. Increase the number of parents with the ability to assess and recognize family needs and where to seek support and resources
- f. Increase communities’ responsiveness and ability to support child development and family

Strategies
- Provide Families NSW population based prevention and early intervention services and initiatives such as:
  - Parenting Programs, Supported Playgroups, Family Workers, Community Capacity Building, Partnerships and Networks and Volunteer Home Visiting

Preconditions
- Agencies and services demonstrate practices that are coordinated, flexible and responsive to the needs of the population
- Research and evaluation practices continuously inform and influence policy and services delivery, building the evidence base
Families NSW Results Logic Diagram

This narrative provides background information and an explanation of the statements set out in the Families NSW Results Logic Diagram

What is a Results Logic Diagram?

A Results Logic Diagram is an analytical tool used to show the causal linkages between program components and intended results. A Results Logic Diagram hierarchy of lower order results are preconditioned for achieving higher order results.

What is Families NSW?

Families NSW is a population-based prevention and early intervention program that funds a range of services and initiatives for families with children 0-8 years.

The program is underpinned by a strong body of evidence demonstrating the importance of the early years in a child's development and the long term effects of supporting parents and children during these years. Families NSW recognises that all families need support and assistance that some need additional support because of their circumstances.

Families NSW is also based on evidence that targeted efforts work best within population based programs. Research indicates that the most successful early years’ strategies provide services within a population based context. This means that it focuses on outcomes for the population as a whole and is concerned with policies, services and practices which are more preventive in their focus.

Families NSW commenced in 1998 and operated for 14 years to 2012 as a whole of government strategy that was initially coordinated by Department of Family and Community Services (DFCS). It involved in collaboration by partner agencies Community Services, NSW Health, NSW Department of Education and Communities, Ageing, Disability and Homecare and Housing.

Families NSW is currently a program that is coordinated and implemented by Department of Family and Community Services (FACS), Community Services, NSW Health and Housing in collaboration with key NSW Government partner agencies, local government and community organisations.

Families NSW acknowledge that no one agency can improve outcomes for children, families and agencies alone. The implementation of early intervention initiatives requires cross agency collaboration that responds to community needs. Community Services will promote a coordinated approach in planning and delivery of the Families NSW Program in line with FACS and NSW Government priorities.

Why develop a Results Logic Diagram for Families NSW?

The concept framework for Results Logic, which was developed subsequently to the inception of Families NSW, has been progressively introduced into other agencies over the years. Ideally, a Results Logic Diagram is developed before a program commences in order to clarify the context, logic and purpose of the program.

Since Families NSW began there have been a number of changes to the Program including priorities and the development of revised planning guidelines and changes in governance arrangements. As a result, it became apparent that the results and objectives of the Program needed to be articulated more clearly.

Purpose of a Results Logic Diagram for Families NSW

The Families NSW Results Logic Diagram will inform Families NSW planning and evaluation activities and provide a clear and consistent understanding of the Program’s results and objectives more broadly.

The Results Logic Diagram provides an overarching view of the Families NSW Program, incorporating responses under the NSW State Plan, and priorities from FACS and Community Services Corporate Plans.

Explanation of statements in the Families NSW Results Logic Diagram

**Results**

The Results Based Accountability (RBA) Framework developed by Mark Friedman defines results as conditions of well being for children, adults, families and societies.

The results hierarchy in this Results Logic Diagram reflects the NSW Government’s goal for Family and Community Services as reflected in the NSW 2021 State Plan Goal 13:

- Better protect the most vulnerable members of our community and break the cycle of disadvantage.

To achieve the above goal, the NSW 2021 State Plan outlines that the Government’s focus is to support children and families through early intervention. In particular the Government recognises that all families need support and assistance and that some need additional support because of their circumstances.

In line with the NSW 2021 State Plan, the Families NSW Results Logic Diagram outlines 4 levels in its result hierarchy. These 4 result levels will be measured against specific population level headline indicators.

The overarching higher order result sought from Families NSW is:

1. **Children families and communities are healthier, developing, involved**

This result is derived from a key outcome in the FACs Strategic Directions and reflects the child well being targets from the NSW 2021 State Plan (Goal 13). Families NSW will actively collaborate with relevant government and non government agency partners to provide information and refer families and children to services that will enhance the physical and well being of children and their families. This includes information and services about breastfeeding, immunisation and maternal health and wellbeing.

**Children have social skills and emotional skills and maturity appropriate for their age**

Children with good emotional and social skills usually have good concentration, will often help other children out, are eager to try new experiences and play well with other children. Poorer emotional and social skills are associated with aggressive, anxious and often impulsive behaviour.

**Children have literacy, numeracy and cognitive skills appropriate for their age**

Proficiency in reading, writing and mathematics is essential for day to day living, education opportunities and employment prospects.

**3. Parents are confident, connected to their community and its services and equipped to support their children’s development**

The child’s environment is vital to their development process, and is largely provided by his or her parents. Failure of the child’s environment to provide the necessary support and stimulation in the early years will most commonly be expressed in behaviour problems as the child develops. Confident parents are more able to promote their child’s development skills, manage their child’s behaviour and emotions, and build good family relationships.

**Key objectives**

Objectives are what you think should develop. They are concrete statements that try to identify a route for achieving them.

**Strategies**

A strategy is a statement of how you intend to achieve your objectives. It is how you plan to move to what you want to be. It provides a rationale for selecting the specific activities that will actually deliver your project. The strategy is a way to backworks from your project results and objectives to try to identify a route for achieving them.

To achieve its key objectives and ultimately results for all children, Families NSW funds and delivers a range of population based and targeted prevention and early intervention initiatives. Prevention and early intervention initiatives aim to influence children’s, parents or family’s behaviours in order to reduce the risk or ameliorate the effect of less than optimal social and physical environments.

**4. Families NSW funded service models**

- Supportive Playgroups
- Parenting Programs
- Family Worker
- Community Capacity Building
- Partnership and Networks
- Volunteer Home Visiting

Supported Playgroups provide an opportunity for parents to share experiences of parenting and for children to socialise, play and learn in a structured and positive environment. Support playgroups provide a support network for parents and opportunities for parents to learn new parenting skills they may otherwise not acquire. For children, supported playgroups create opportunity for age-appropriate learning experiences and activities that help them become ‘ready for school’.

Parenting Programs provide parents with effective activities, information and coaching to assist them to build positive parenting skills.

Family Worker Projects work to improve the outcomes and well being of families with young children by providing support for parenting, facilitating informal support networks and access to appropriate services.

**Preconditions**

These are the necessary preconditions to the provision of population based prevention and early intervention initiatives.
12. Data collection strategies

Non-government organisations funded through Families NSW are required to report to FACS on the work they do with families (the Families NSW Service Activities). Reporting takes place through a web-based data reporting system, and generally covers the period of the standard Australian financial year (i.e. 1 July to 30 June).

Families NSW share a reporting system with another FACS program - the Aboriginal Child Youth and Family Strategy (ACYFS).

Reports are made in two formats:

- electronic forms completed and submitted online, covering family data and project data
- paper-based surveys gathering family, partner agency, and service provider feedback.

As part of the reporting process, service providers must regularly offer clients an opportunity to complete a survey to capture their satisfaction with the service and demonstrate any positive outcomes that have happened in their lives as a result of getting the support they need. Surveys will appear on the tailored data collection portal and are an important way to understand how effective the services have been for clients.

The information that is reported to FACS will be used for four purposes:

- to assess each service’s effectiveness in delivering the outcomes specified in the contract
- to measure the service’s contribution to Families NSW program objectives, FACS goals and the goals of the NSW state plan NSW 2021
- As part of the program’s evaluation
- to provide feedback to service providers on their performance.

The detailed reporting requirements for Families NSW are set out in a separate document – the Families NSW Data Reporting Service Provider e-Learning Guidelines. This document is regularly updated and located on the data collection system.

The activities defined in the Program Guidelines and Service Delivery Schedule align with results identified in the Families NSW Result Logic. In order to maintain program integrity, it is critical these are the only activities funded within Families NSW. The data collection system is consistent with the outlined service activity descriptions.

The data collection system aims to record a minimum set of data so that service providers are not recording unnecessary information that will not be utilised. This helps to reduce the administrative burden on agencies whose primary focus is service delivery with families.
Type of services
The tables below outline the key activity types, service levels and service provider reach that will form the basis for contracting and appear in the service delivery schedule for all Families NSW and ACYFS funded programs.

Supported playgroups
Supported playgroups provide an opportunity for parents to share experiences of parenting and for children to socialise, play and learn in a structured and positive environment.

Supported playgroups provide a support network for parents and opportunities for parents to learn new parenting skills they may otherwise not acquire. For children, supported playgroups create opportunity for age-appropriate learning experiences and activities that help them become ‘ready for school’.

<table>
<thead>
<tr>
<th>Service type (SAD 1)</th>
<th>Type of activity</th>
<th>Quantity per year</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Supported playgroup</strong></td>
<td>Outlet e.g. school, community hall, mobile/park based</td>
<td># of sessions held # of families attended</td>
</tr>
<tr>
<td></td>
<td>Healthy living initiatives e.g. nutrition, breast feeding etc.</td>
<td># of initiatives/sessions held # of families attended</td>
</tr>
<tr>
<td></td>
<td>Child safety initiatives e.g. safety at home, road safety etc.</td>
<td># of initiatives/sessions held # of families attended</td>
</tr>
<tr>
<td></td>
<td>Parenting skills/child development initiatives e.g. importance of play for children’s development</td>
<td># of initiatives/sessions held # of families attended</td>
</tr>
<tr>
<td></td>
<td>Early literacy and/or numeracy support e.g. trips to the library, <em>paint the town read, counting games</em> etc.</td>
<td># of initiatives/sessions held # of families attended</td>
</tr>
<tr>
<td></td>
<td>Transition to school e.g. information session about being school ready etc.</td>
<td># of initiatives/sessions held # of families attended</td>
</tr>
</tbody>
</table>
Parenting programs
Families NSW parenting programs provide parents with effective activities, information and coaching to assist them to build positive parenting skills.

<table>
<thead>
<tr>
<th>Service type (SAD 2)</th>
<th>Type of activity</th>
<th>Quantity per year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parenting programs</td>
<td>Triple P – Positive Parenting Program</td>
<td># of sessions held # of families attended</td>
</tr>
<tr>
<td></td>
<td>Non Triple P parenting program and information sessions</td>
<td># of sessions held # of families attended</td>
</tr>
<tr>
<td></td>
<td>Early literacy and/or numeracy support</td>
<td># of initiatives/sessions held # of families attended</td>
</tr>
<tr>
<td></td>
<td>Transition to school support</td>
<td># of initiatives/sessions held # of families attended</td>
</tr>
</tbody>
</table>

Family workers
Family worker projects work to improve the outcomes and well-being of families with young children by providing support for parenting, facilitating informal support groups and access to appropriate services. They assist parents to understand their child’s development and support them to develop confidence with parenting skills.

<table>
<thead>
<tr>
<th>Service type (SAD 3)</th>
<th>Type of activity</th>
<th>Quantity per year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family worker</td>
<td>Information and referral</td>
<td># of families referred # of families provided with information</td>
</tr>
<tr>
<td></td>
<td>Case management e.g. home visit, centre based visit, outreach, telephone support</td>
<td># of families</td>
</tr>
<tr>
<td></td>
<td>Group based intervention e.g. support group, family counselling</td>
<td># of families</td>
</tr>
</tbody>
</table>
Community capacity building

Families NSW community capacity building projects engage with communities to assist them to determine their own goals and priorities and address problems or challenges with their own resources.

<table>
<thead>
<tr>
<th>Service type (SAD 4)</th>
<th>Type of activity (Initiatives)</th>
<th>Quantity per year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community capacity building</td>
<td>Volunteering program</td>
<td># of sessions held</td>
</tr>
<tr>
<td></td>
<td>Community Information session</td>
<td># of sessions held</td>
</tr>
<tr>
<td></td>
<td>Community hub e.g. the hub can work with individuals, service providers and the community to improve access to and knowledge of child and family information and services.</td>
<td># families reached by hub</td>
</tr>
<tr>
<td></td>
<td>Community events facilitated e.g. Family fun day, Kids week etc.</td>
<td># of event/s</td>
</tr>
<tr>
<td></td>
<td>Community consultation</td>
<td># of sessions held</td>
</tr>
<tr>
<td></td>
<td>Early literacy and/or numeracy support</td>
<td># of initiatives/sessions held</td>
</tr>
<tr>
<td></td>
<td>Transition to school support</td>
<td># of initiatives/sessions held</td>
</tr>
</tbody>
</table>
Partnerships and network projects
- supporting service providers to work collaboratively to improve conditions in the local community
- improving prevention and early intervention approaches by making local connections between services. This will improve people's access and engagement with services and improves results for clients.

How many unique organisations will your organisation engage with through the Families NSW funded Partnership and Networks SAD during the year?

<table>
<thead>
<tr>
<th>Service type (SAD 5)</th>
<th>Type of activity (Initiative type)</th>
<th>Initiative (Specific project)</th>
<th>Quantity per year</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Partnerships and networks</strong></td>
<td>Interagency/ network facilitation</td>
<td>Record information for each specific project e.g. agency may facilitate 3 interagencies, with data provided in 3 separate rows for each interagency.</td>
<td># of interagencies facilitated # of meetings held # of unique organisations attended</td>
</tr>
<tr>
<td><strong>Annual planning/multi-agency work plan</strong></td>
<td></td>
<td></td>
<td># of plans developed # of unique organisations involved in development</td>
</tr>
<tr>
<td><strong>Network initiatives/multiagency partnership activities</strong></td>
<td></td>
<td></td>
<td># of initiatives # of unique organisations involved</td>
</tr>
<tr>
<td><strong>Professional learning &amp; development e.g. workshop, training sessions</strong></td>
<td></td>
<td></td>
<td># of initiatives # of unique organisations attended</td>
</tr>
<tr>
<td><strong>Sector forums e.g. seminar/conference for service providers and agencies</strong></td>
<td></td>
<td></td>
<td># of initiatives # of unique organisations involved/attended</td>
</tr>
<tr>
<td><strong>Resource development e.g. newsletters, directories etc.</strong></td>
<td></td>
<td></td>
<td># of initiatives developed # of people reached</td>
</tr>
<tr>
<td><strong>Sector information session</strong></td>
<td></td>
<td></td>
<td># of sessions held # of unique organisations attended</td>
</tr>
</tbody>
</table>
Volunteer home visiting

- Volunteer Home Visiting services recruit, train and match volunteers to visit families in their home and provide informal social and emotional support to parents with the aim of enhancing family and social functioning.
- Volunteers typically work with new parents and families who have limited supports and social networks for up to 12 months.

<table>
<thead>
<tr>
<th>Parent coordination and networking</th>
<th># of initiatives</th>
<th># of people reached</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online network facilitation e.g. website dedicated to resourcing parents and families, Facebook, blogs etc.</td>
<td># of initiatives</td>
<td># of people reached</td>
</tr>
<tr>
<td>Early literacy and/or numeracy support</td>
<td># of initiatives/sessions held</td>
<td># of families attended</td>
</tr>
<tr>
<td>Transition to school support</td>
<td># of initiatives/sessions held</td>
<td># of families attended</td>
</tr>
</tbody>
</table>

13. Partnership framework

Families NSW is a shared responsibility of three NSW Government agencies – FACS, NSW Ministry of Health and the Department of Education and Communities.

FACS districts are responsible for coordinating the local Families NSW strategy. This includes developing consultation strategies which may involve representatives of government agencies, non-government service providers and local councils. Through the funded facilitation projects, districts also establish practice or network groups that

| How many unique families will your organisation support through the Families NSW funded Volunteer Home Visiting SAD during the financial year? |
|---|---|---|
| Service type (SAD 6) | Type of activity | Quantity per year |
| Volunteer home visiting | Volunteer recruitment | # volunteers recruited |
| | Volunteer training | # volunteers trained |
| | Volunteers matched to families | # volunteers matched to families |
work to improve service delivery by facilitating development of a more integrated local Families NSW service system.

FACS enters into agreements with other government agencies to facilitate collaboration within the service system. An example of this is the 2013 Memorandum of Understanding between FACS and the Department of the Attorney General and Justice regarding the regulation of minimum standards for men's domestic violence behaviour change programs.

Under this agreement, when providing referrals to domestic violence behaviour change programs, FACS funded service providers will only refer domestic violence perpetrators to behaviour change programs that meet the minimum standards. A list of approved providers can be found under ‘Minimum standards for men's behaviour change programs’ at www.domesticviolence.lawlink.nsw.gov.au